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Introduction / Brief of the Module

UMID (Ummeed) etymologically translates as 'Hope'. The module is envisioned as a hope for better service delivery to the medical beneficiaries in Indian Railways

- 1) UMID is a Web application which will generate smart Medical Identity Cards, with unique all India numbers and issued to the a EMPLOYEE / PENSIONER as well as each dependent, individually & separately.
- 2) Web and Mobile application for e-validation of identity of Railway Medical beneficiaries.
- 3) Registration, Approval and Card Generation Process is done completely on electronic platform. This includes the continuous revision of beneficiary details dynamically
- 4) End-to-end solution for Medical Identity with complete Rule integration with built-in validation.
- 5) Humanistic Technology & Good Governance elements combine to deliver Customer convenience and flawless Service.
- 6) Card-independent system: Biometric & QR code systems along with integrated database of Pan Indian Identity numbers (PF no./ PAN/Aadhar/PPO/Registered Mobile No. etc) to facilitate identification and validation without physical card also.
- 7) Universal Applicability and Scalability to use the same software for any number of units or for Indian Railways as a whole.
- 8) Continuous Validation mechanism for regular updation of beneficiaries with back-end process. Thereby the cards are updated automatically for downloading anytime by PENSIONERS in their mobiles or computers. QR code & Medical ID card Numbers remain unchanged while the details get dynamically updated in the database.
- 9) Registration for change of Health Units across units is facilitated on online application.
- 10) Hospital-wise Registered users database will facilitate debits and credits initiation.
- 11) Interfacing with Hospitals plausible for automatic generation of OPD slips.
- 12) Interfacing with Referral Hospitals plausible for authentication through Biometrics.
- 13) Interfacing with Hospitals tied up under CTSE scheme is possible for authentication through Biometrics.
- 14) Dynamic updation of Level of entitlement of Hospital Wards for Medical beneficiaries in Railway empanelled Hospitals as per the Rly. Bd'slr.No. 2016/D-1/11/69/Hospital Recognition, dt.08.05.18.
- 15) Colour schemes of the card are adopted as per the Rly. Bd's Ir. No. 2018//Trans.Cell /Health/Medical Card, dt. 04.01.2019 to identify the beneficiary separately and apparently as employees (Blue – Blue strips); Pensioners (Green – Green Strips); Dependents (Blue/Green - Yellow strips).

- 16) The Numbering scheme is adopted to remain unique across all the units in Indian Railways so as to facilitate availing medical services from any other units by their unique identification and validation.

Access to Web site

Use the following URL to access to the web site for all the services related to Medical Identity Card

www.digitalir.in/umid/

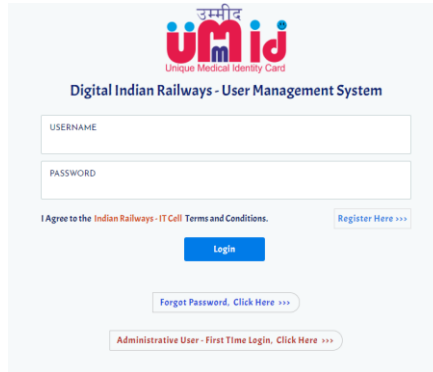
This web site can be accessed through PCs & Mobiles' browsers having internet connection. It is not restricted to Rail Net connection.

The mobile users can access to the application from Google Play Store under the following logo (UMID)

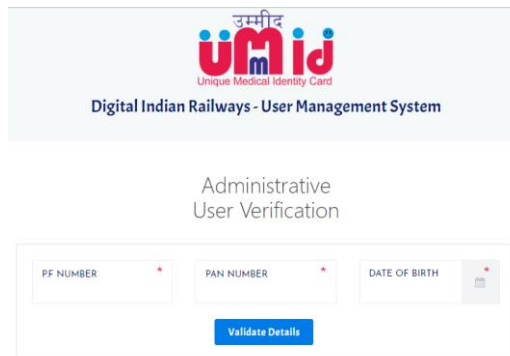


A1 - Admin First-time Login

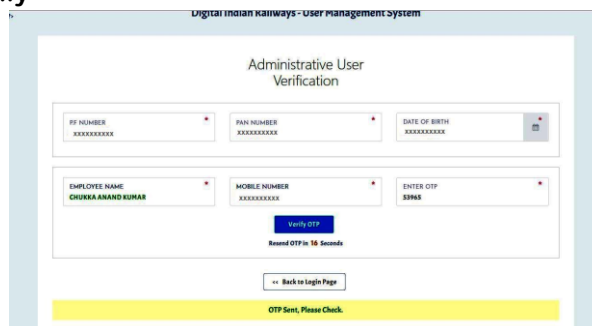
- 1) Go to UMID Portal LOG-IN page
- 2) Click on 'ADMIN FIRST TIME LOGIN', the hyperlinked text on the bottom of the LOGIN page.



- 3) Enter the Validation Particulars:
 - a. PF Number
 - b. PAN
 - c. Date of Birth



- 4) Click on VALIDATE button to confirm NAME & MOBILE NUMBER
- 5) Request OTP & verify



6) Set or CREATE PASSWORD and confirm.

Administrative User
Verification

PF NUMBER XXXXXXXXXX	PAN NUMBER XXXXXXXXXX	DATE OF BIRTH XXXXXXXXXX
EMPLOYEE NAME CHIRUKA ANAND KUMAR	MOBILE NUMBER XXXXXXXXXX	ENTER OTP XXXXXXXXXX
ENTER PASSWORD *****	CONFIRM PASSWORD *****	Register

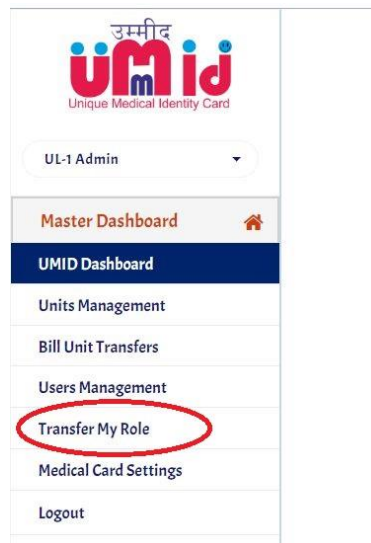
Note: Min. Length 6 characters. Matching

[← Back to Login Page](#)

- 7) Now the user is all set to log-in with new credentials.
 8) **NOTE:** It is important to remember the password for next login. In case, the credentials are not matching for next login for whatever reasons, please go for RESET password as explained in A-12 episode of Admin user manual.

A2 - How to Transfer Admin Roles

- 1) LOGIN and select the ADMIN role in the Module. Select the SPECIFIC role which is intended to be transferred to the other user.
 2) Go to side bar MENU and Click on 'TRANSFER MY ROLE'.



The screenshot shows the UMID Admin Dashboard menu. The 'Transfer My Role' option is circled in red. The menu items are: UL-1 Admin, Master Dashboard, UMID Dashboard, Units Management, Bill Unit Transfers, Users Management, Transfer My Role, Medical Card Settings, and Logout.

- 3) Enter PF NUMBER of the new user.
 4) Name and Mobile number will be displayed for confirmation of the details.

Transfer My Role [Zonal Admin]

Note: Once you transfer this role to other user, your account will no longer be associated with this role.

PF NO XXXXXXXXXX	Get Details >>
---------------------	--------------------------------------

NAME	DESIGNATION	DEPARTMENT	STATION/ DE...	DIVISION
XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX

MOBILE NUMBER XXXXXXXXXX	Transfer Role
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- 5) After the confirmation, the current user's login session automatically expires and logs-out.
 6) Now the New ADMIN user can log-in with 'ADMIN FIRST TIME LOGIN' procedure as explained under A-1 episode.

A3 - How to Create Functional Roles Viz. Coordination Clerk (Estt./Sett.); Estt. Clerk; Sett. Clerk & Estt./Sett Officer

- 1) LOGIN and select the ADMIN role in the Module.
- 2) Select the UL-3 (Cadre Functional units) specific ADMIN role under which the following functional Roles are required to be created:
 - a. Coordination Clerk (Estt.)
 - b. Coordination Clerk (Sett)
 - c. Establishment clerk
 - d. Settlement Clerk
 - e. Estt. / Sett. Officer



- 3) Go to side bar MENU and Click on 'Users Management'.



- 4) **CREATING THE ROLE OF COORDINATION CLERK:**
 - a. Enter PF number and press "Get Details"
 - b. then the details of the employee will be displayed and
 - c. if the details are found correct then select "User Type" as **Estt. Coordination Clerk** and Enter **Mobile Number** of the concerned employee and press "Create user" button.

Note: Only one Estt. Coordination Clerk and one Sett. Coordination Clerk can be created for one functional unit, if Estt./Sett. Coordination Clerk roles are already defined then the Role can be transferred at the time of Assigning Role, from one user to other.

Assign Role's

PF NO *
12345678912

Get Details >>

NAME	DESIGNATION	DEPARTMENT	STATION/ DEPOT	DIVISION
> ANNAREDDY UMESH ...	PERSONNEL	PERSONNEL	STNA	SCR HEAD QUARTERS

USER TYPE *
Estt.Cordination Clerk

MOBILE NUMBER *
XXXXXXXXXX

Create User

5) **CREATING Establishment Clerk or Settlement Clerk:**

- Enter PF number and press "Get Details"
- then the details of the employee will be displayed and
- if the details are found correct then select "User Type" as **Establishment Clerk or Settlement Clerk** and Enter **Mobile Number** of the concerned employee, enter the role of user in "Designation Description" and press "Create user" button.

Note: Designation Description:

- This should be unique and meaningful to understand and the role as per the local work distribution (Bill clerk / cadre clerk /Sub unit like ADEN Office etc.) the main work of the Establishment Clerk or Settlement Clerk is to verify the details. Hence in some cases the verification may be done by bill clerk or cadre clerk or department clerk etc., for serving employees depending on the working conditions of Record Holding of SRs/Pass Record/ID card /Medical Card sections. So the clerks can be identified accordingly with designation description so that it will be easier for coordination clerk to transfer cases on those lines.
- Similarly, for the settlement clerk, the record holding set-up will decide in assigning roles of settlement clerks with suitable description. It can be in combination of Department/Designation/Unit and user etc., which can be uniquely identified.
- This role can be transferred to other user as and when required.

Assign Role's

PF NO *
12345678912

Get Details >>

NAME	DESIGNATION	DEPARTMENT	STATION/ DEPOT	DIVISION
> ANNAREDDY UMESH ...	PERSONNEL	PERSONNEL	STNA	SCR HEAD QUARTERS

USER TYPE *
Establishment Clerk

MOBILE NUMBER *
XXXXXXXXXX

DESIGNATION DESCRIPTION *
NON GAZ MECHANICAL

Create User

- 6) **CREATING Estt./Sett. OFFICER:** Enter PF number and press "Get Details" then the details of the employee will display, if the details are correct then select "User Type" as Estt./Sett. Officer, Enter Mobile Number of the concerned employee, enter the role of user in "Designation Description" and press "Create user"

Note: Designation Description: this should be unique and meaningful to understand this role can be transferred to other user as and when required.

Assign Role's

PF NO *
12345678912 Get Details >>

NAME	DESIGNATION	DEPARTMENT	STATION/ DEPOT	DIVISION
> ANNAREDDY UMESH ...	PERSONNEL	PERSONNEL	STNA	SCR HEAD QUARTERS

USER TYPE *
Estt./Sett. Officer

MOBILE NUMBER *
xxxxxxx

DESIGNATION DESCRIPTION *
APO/Welfare

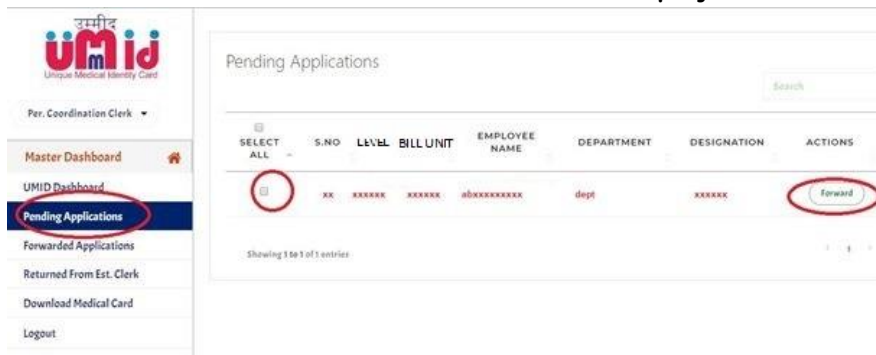
Create User

A4 - Coordination Clerk work-process (Establishment/Settlement)

- 1) Login as EMPLOYEE
- 2) Choose ADMIN role
- 3) Choose Specific Admin Role in the relevant module:
 - a. UMID (Pensioner) for Settlement Coordination Clerk;
 - b. UMID (Employee) for Establishment Coordination Clerk;

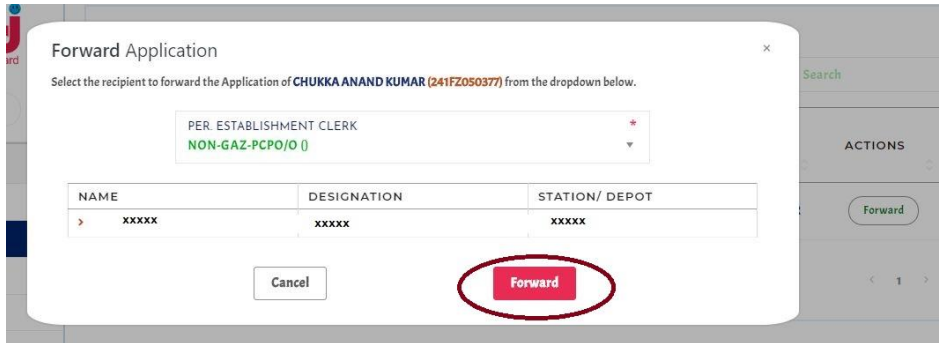


- 4) Go to the MENU and Click on PENDING APPLICATIONS
- 5) List of all the PENDING CASES in the INBOX will be displayed.



- 6) The role of the Coordination Clerk in the module is to act as a Receipt and Dispatch section for receiving all the cases as a single point of contact for further distribution to the concerned dealing users.
- 7) The user can sort the list by Department/Designation/Bill Unit/Name
- 8) Select the Cases either in single or in Multiples for TRANSFER to concerned next level user.
- 9) The next level user is the Establishment Clerk (for Employee cases) and Settlement Clerk (for Pensioner cases).

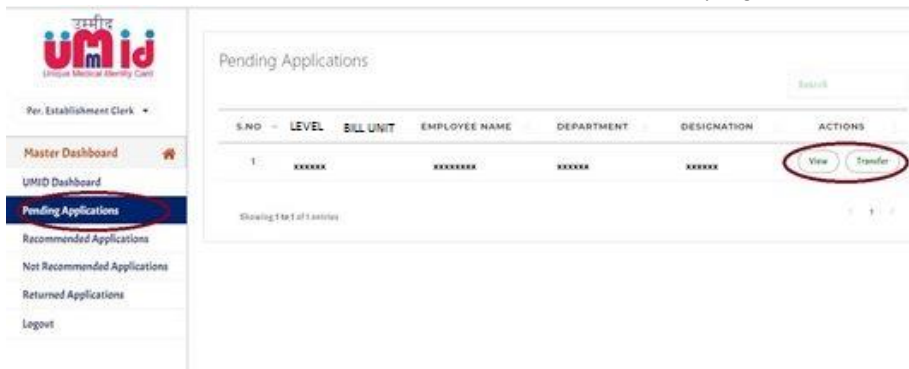
10) The selected cases can be forwarded to the specific user for further process.



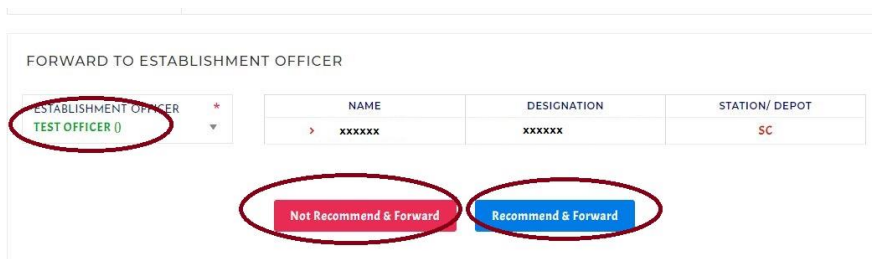
11) Now those cases will be displayed under FORWARDED CASES.

A5 - Establishment Clerk Work-process

- 1) Login as EMPLOYEE
- 2) Choose ADMIN role
- 3) Choose Specific Admin Role in the relevant module as ESTABLISHMENT CLERK;
- 4) Go to the MENU and Click on PENDING APPLICATIONS
- 5) List of all the PENDING CASES in the INBOX will be displayed.



- 6) The role of the ESTABLISHMENT CLERK in the module is to verify all the particulars and recommend for approval of cards.
- 7) The user can sort them by Department/Designation/Bill Unit/Name/Grade etc
- 8) For detailed examination of the cases, the ESTABLISHMENT CLERK can click on VIEW button on the pending case. The application form along with documents attached will be displayed for verification.
- 9) If any of the received application is not pertaining to the user, then he can Select the Cases either in single or in Multiples for TRANSFER to concerned user.
- 10) After due verification, the ESTABLISHMENT CLERK can either RECOMMEND or NOT-RECOMMEND the case.



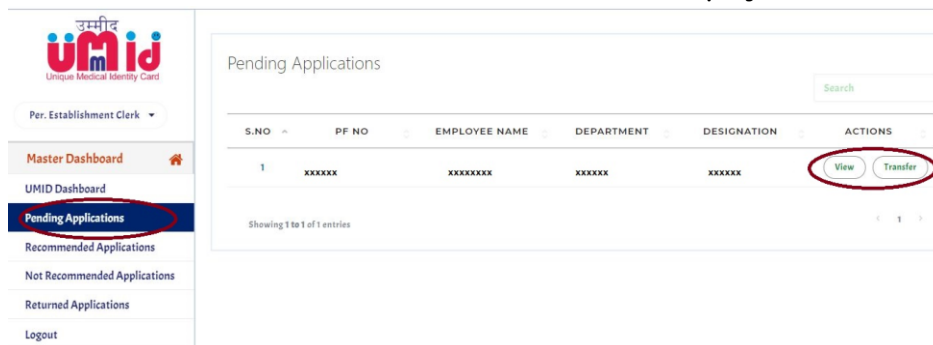
- 11) In case of NOT-RECOMMENDING, the reasons for the same should be indicated in the dialogue box. ESTABLISHMENT CLERK can Recommend or otherwise for the single user or all the users in the application as a whole.
- 12) After indicating the recommendations, ESTABLISHMENT CLERK will click on RECOMMEND & FORWARD to the next level user i.e., ESTABLISHMENT OFFICER.
- 13) Now the forwarded cases will be shown under RECOMMENDED APPLICATIONS in the MENU.

A6 - Settlement Clerk Work-process

- 1) Login as EMPLOYEE
- 2) Choose ADMIN role
- 3) Choose Specific Admin Role in the relevant module as SETTLEMENT CLERK;



- 4) Go to the MENU and Click on PENDING APPLICATIONS
- 5) List of all the PENDING CASES in the INBOX will be displayed.



- 6) The role of the SETTLEMENT CLERK in the module is to verify all the particulars and recommend for approval of cards.
- 7) The user can sort them by Department/Designation/Bill Unit/Name/level
- 8) For detailed examination of the cases, the SETTLEMENT CLERK can click on VIEW button on the pending case. The application form along with documents attached will be displayed for verification.
- 9) If any of the received application is not pertaining to the user, then he can Select the Cases either in single or in Multiples for TRANSFER to concerned user.
- 10) After due verification, the SETTLEMENT CLERK can either RECOMMENDED or NOT-RECOMMEND the case.
- 11) In case of NOT-RECOMMENDING, the reasons for the same should be indicated in the dialogue box. SETTLEMENT CLERK can Recommend or not Recommend for the single user or all the users in the application as a whole.
- 12) After indicating the recommendations, SETTLEMENT CLERK will click on RECOMMEND & FORWARD to the next level user who is SETTLEMENT OFFICER.

FORWARD TO ESTABLISHMENT OFFICER

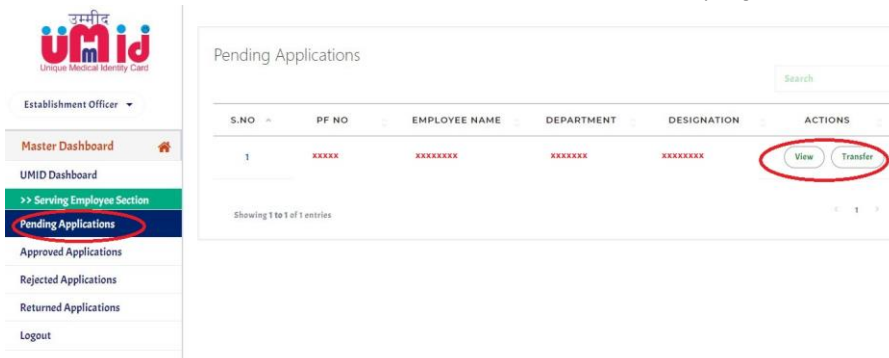
ESTABLISHMENT OFFICER TEST OFFICER ()	NAME > xxxxxx	DESIGNATION xxxxxx	STATION/ DEPOT SC
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Not Recommend & Forward Recommend & Forward

- 13) Now the forwarded cases will be shown under RECOMMENDED APPLICATIONS in the MENU.

A7 - Establishment/Settlement Officer Work-process

- 1) Login as EMPLOYEE
- 2) Choose ADMIN role
- 3) Choose Specific Admin Role in the relevant module as ESTABLISHMENT/SETTLEMENT OFFICER;
- 4) Go to the MENU and Click on PENDING APPLICATIONS
- 5) List of all the PENDING CASES in the INBOX will be displayed.

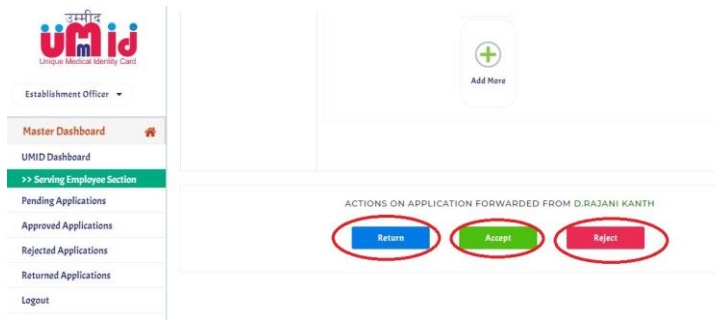


Pending Applications

S.NO	PF NO	EMPLOYEE NAME	DEPARTMENT	DESIGNATION	ACTIONS
1	xxxxx	xxxxxxx	xxxxxxx	xxxxxxx	View Transfer

Showing 1 to 1 of 1 entries

- 6) The role of the ESTABLISHMENT/SETTLEMENT OFFICER in the module is to approve the medical cards based on the Recommendations of the Establishment or Settlement Clerk.
- 7) The user can sort them by Department/Designation/Bill Unit/Name/Grade etc
- 8) For detailed examination of the cases, the ESTABLISHMENT/SETTLEMENT OFFICER can click on VIEW button on the pending case. The application form along with documents attached will be displayed for verification.
- 9) After due verification, the ESTABLISHMENT/SETTLEMENT OFFICER can exercise 3 options:
 - a. Accept
 - b. Return
 - c. Reject.



- 10) If cases are to be REJECTED, the reasons for the same are to be indicated in the dialogue box and the cases will be reverted to the Applicant directly.
- 11) In case of RETURNING, the reasons for the same should be indicated in the dialogue box and the cases will be returned to the Establishment clerk or Settlement Clerk as the case may be.
- 12) ESTABLISHMENT/SETTLEMENT OFFICER has to accept the recommendations for all the users in the application as a whole.
- 13) Once approved, the Medical ID cards will be generated automatically and will be available for view of the applicant.

A8 - How to View & Print Medical Cards

The Authorised Users for viewing and printing Medical cards are as under:

- 1) Employee/Pensioner (for their self & family members' cards only)
- 2) Coordination Clerk (who can make local arrangements for printing in piecemeal).
- 3) Functional Unit Admin (who can order for prints in Bulk).
- 4) Print Admin User (who can be created to allow private agency to take the print order in bulk).
- 5) Mechanism for Tracking and Acknowledging of Printed cards will be maintained in the system across all the users.

Steps:-

- i. Login & select roles in the module
- ii. Go to the left side menu bar and select view / download ID cards
- iii. Download / Print
- iv. Acknowledge dispatch receipt

A9 - Medical Administrators Work-process

Hospital Administration Roles: For Hospital/Health Unit administration, the roles are to be defined.

1. Initially all PCMDs are assigned with the Admin Rights at Zonal level as ***Zonal Admin (Medical)*** who can map the Hospitals and Health Units under their jurisdiction by selecting from the Hospitals Master already deployed in the module.
2. Once the Hospitals and HUs are mapped (in Groups as well as Individually), the same are to be assigned to Officials as ***Hospital Group Admin*** and ***Hospital/HU Admin***.
3. Subsequently the Hospital Admins can add further users within a Hospital/HU as ***Hospital Facilitators***. Therefore further level users can be managed through Zonal Admin user account as per the local requirements. The defined Hospital User Management is as under:

SN	Level	Hospital Admin	Process
1	HL-1	<i>Zonal Admin (Medical)</i>	PCMDs as Zonal Admin maps the Hospitals under their jurisdiction and assigns the Admin roles for units (Group/Individual).
2	HL-2	<i>Hospital Group Admin</i>	Can access Reports (eg. Debits/Credits; Age & Gender Profiles; Registered User Profiles etc) for Group of units as a whole. It can be at the level of division; Hospital Hierarchical structure (Hospital with attached units) etc.
3	HL-3	<i>Hospital/HU Admin</i>	Can define Roles for Hospital Facilitators. Can Access Reports for Hospital/HU.
4	HL-4	<i>Hospital Facilitator</i>	Can facilitate validation of User/Beneficiary on one-to-one basis only through facilitation Cell or through Self-Service Kiosks for OPD slip generation & printing.